

Town of Florence
Water Department
P O Box 2670
Florence, AZ 85232
(520) 868-7680

This helpful information is regarding your water, sewer, and garbage accounts. This does not represent all of the rates, charges and procedures of the Town of Florence Utilities. For additional information, please ask for a copy of utility rates or sections of the Town Code that apply to your inquiry.

According to Town Code:

Sec. 18-31. Application for service.

- (a.) Before the company will supply any water service, the person desiring the same must make an application in person or by first class mail to the Town of Florence Utility office.

Sec. 18-51. Guarantee and service deposit.

- (d.) Customers requesting service connections will be charged a refundable deposit of seventy-five dollars. **The deposit is refunded after one year. When the account is terminated prior to the one-year period, the utility balance will be deducted and the balance of the deposit returned. We do not pay interest on our deposits due to the Town of Florence being a Municipal Corporation.

Sec. 18-53. Service establishment charge.

A non-refundable service establishment charge of twenty dollars will be assessed each time the company is requested to establish water service to the customer's delivery point.

****IN SHORT-to begin service requires an application and \$95.00**

Sec. 18-54. Service re-establishment charge.

If service is to be reestablished at the same service location for a customer who has ordered a service disconnection within the preceding twelve-month period, or for any member of such customer's household, the base service charges times number of months disconnected will be required as a precondition to the establishment of such service. Payment for such charge shall be made at the time of application for re-establishment of service.

Sec. 18-55. Charges for service lines and meter installations.

Placement of water meters will take up to 10 working days once the home has been set and all fees have been paid. **Home MUST be in place before any taps can be completed.

- (d.) All presently established services to be moved due to customer request will be charged based on the cost of the material plus labor and equipment costs.

Sec. 18-56. Meter reading, billing and collecting – WATER.

- (c.) Charge for service commences when the meter is installed and connection made, whether used or not.

- (d.) Bills are due when rendered and delinquent on the last of the month. ****Bills are for water and sewer usage mid-month to mid-month and base service charges from the 1st through the last day of the month. (Example: Bills mailed the first week of December for water usage 10/16/04-11/15/04 and base charges, including garbage for the month of November. Bill delinquent if not paid before the 31st of December.)**
- (e.) Failure to receive bills or notices shall not prevent such bills from becoming delinquent nor relieve the consumer of his obligations therein. Notify your postal service if your mail is not being received.
- (f.) The company will make special meter readings at the request of the consumer for a fee as specified in the Town Code (provided).
- (g.) Meters will be tested at the request of the consumer upon payment to the company indicated in the Town Code.

Sec. 18-94. Minimum charges, rates and payments – SEWER.

Sewer charges are based on total water usage and a base fee as specified in the Town Code.

Sec. 151-166. Minimum charges and collection – GARBAGE.

Household garbage pick up is as follows:

Florence Proper	Monday – Thursday
Florence Gardens	Tuesday – Friday
Caliente	Monday – Friday

Large debris such as tree trimmings, brush and weeds:

Florence Proper	Once a month (Time frames vary)
North Florence areas	1 st and 3 rd Tuesday (route begins)

A charge for service commences when the customer establishes service, **whether used or not.**

Establishment of Service: If you establish service between the 1st and the 15th of the month, you are charged 1/2 of the monthly garbage service fee. If you leave between the 16th of the month and the last day of the month, you are charged for a full month of garbage service fee.

Suspension of service and collection fees will be permitted for a period not less than two consecutive months for the residential class.

All requests for such suspension of service shall be in writing on a form provided by the town and must be received prior to the first day of the month that the suspension is to begin.

Remember:

- 1) Change your mailing address when you leave for the season and when you return.**
- 2) You can disconnect garbage if you are leaving for at least two complete months.**
- 3) If you have a WATER ASSESSMENT, please change your address for that billing. They go out in May and November and are a separate form from the utilities address change form.**